



# City of Tucson

## Housing & Community Development Dept.

### Code Enforcement

Call-Center: (520) 791- 5843

On-line complaints: [cms3.tucsonaz.gov/hcd/violation](http://cms3.tucsonaz.gov/hcd/violation)

The Code Enforcement Division of HCDD is responsible for investigating code complaints that affect the health, safety and welfare of Tucson's residents. 17 inspectors enforce the following sections of the Tucson Code:

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| <b>Neighborhood Preservation Ordinance</b><br>Includes enforcement of violations for: <ul style="list-style-type: none"><li>• General maintenance of buildings and structures.</li><li>• Debris, trash and refuse</li><li>• Junked motor vehicles</li><li>• Tall weeds/grass and dead vegetation</li><li>• Dilapidated buildings and structures</li><li>• Vacant and unsecured buildings</li><li>• Work occurring without required permits</li><li>• Unsecured pools</li><li>• Storage violations</li></ul> | <b>Zoning Enforcement – Land Use Code</b><br>Includes enforcement of violations for: <ul style="list-style-type: none"><li>• A business operating without a certificate of occupancy</li><li>• Illegal businesses on a residential property</li><li>• Commercial size vehicles on residential properties</li><li>• Setback violations</li><li>• Site plan review requirements</li><li>• Horse corral violations</li></ul> | <b>Sign Code</b><br>Enforcement authority includes: <ul style="list-style-type: none"><li>• Illegal signs displayed on the public right-of-way except 60 days before a primary election up to 15 days after the general election (HB 2500)</li><li>• Illegal temporary signs displayed on buildings or property</li><li>• Illegal banners and portable signs</li></ul> |
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#### **Enforcement:**

Cases are screened through the call-center, which is comprised of 5 Customer Service Representatives and a manager. They field approximately 1,500 calls per month. The majority of calls come from citizens who are concerned about the condition of their neighborhood. The process is to inspect the property for violations and if verified, send the property owner a Notice of Violation (NOV), which is a warning letter that outlines what codes they are in violation of. If they fail to comply within the time frame given (typically 30 days), they may be charged a re-inspection fee of \$75.00. If no extension is requested or granted and the violations are not abated, then they may be served with a citation. Court fines can range from \$125 to a maximum of \$2,500 per violation as determined by the City Magistrate who hears the case. Most owners comply by just being notified of the violation with the NOV. In calendar 2012, approximately 12,000 cases were investigated.

#### **VANS - Vacant and Neglected Structures**

This program allows the city to order the owner to either completely repair or demolish a building that are deteriorated, damaged, dilapidated or unsafe where it affects the health, safety and welfare of the community. The City provides funding for demolition of these structures. Minimal repair funds are also available but only to owner occupants who meet specific income restrictions. Typically, about 60 properties are actively on the list at any one time.

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